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Raising User Satisfaction Rates from 70% to 85%

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Singapore, July 1, 2014 – Desire2Learn (D2L), the learning technology company that created the world's first truly integrated learning platform (ILP), today announced that Singapore Management University (SMU) has successfully implemented innovative models to personalise the student experience using the D2L ILP.

Home to over 8,300 undergraduate and postgraduate students, SMU has a reputation for pushing the boundaries in teaching innovation, creativity and academic excellence.

Professor Pang Yang Hoong—Vice Provost (Undergraduate) and Dean, School of Accountancy at SMU—said the university differentiated itself by pioneering a unique pedagogy that involved interactive, participative seminar style of learning in small class sizes.

The D2L ILP, known as “eLearn” in the university, creates a seamless and pervasive learning environment that, according to Mr. Lau Kai Cheong, Chief Information Officer and Vice President at SMU, “transcends across the physical and virtual learning spaces”. This enables SMU to create a blended learning model to complement its unique interactive pedagogy.

To raise student engagement and success rates, SMU has embarked on a strategic initiative to harness the power of big data analytics. “In the area of predictive analytics, the D2L analytics solution gives us insights into students’ learning behaviour so we can modify learning strategies and provide timely intervention to deliver better learning outcomes,” Mr. Lau said.

Assistant Professor Kenneth Huang from SMU Lee Kong Chian School of Business said the adaptive learning technologies from D2L allow SMU to customise learning journeys to suit the needs of individual students, offering the right content at the right time. “The system provides a personalised experience. Different groups of students can be given different sets of materials based on their answers to questions or responses to instructions,” he said. “As a result, the instructor doesn’t have to spend excessive time and effort trying to customise materials for each sub-set of students - it can be done effectively and efficiently on the eLearn platform.”

The open, flexible architecture and extensibility of the D2L platform enables SMU to develop custom applications in-house and integrate them seamlessly with Desire2Learn Learning Environment. The Peer Evaluation Tool is one such example of a custom development SMU has introduced to foster collaboration and peer learning.

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These tools, together with mobile applications and social learning tools from D2L, have created a fully integrated platform that enriches the learning experience of students at SMU. “D2L has a clear development roadmap with a lot of product innovations that will keep SMU attuned to the changing education landscape,” said Mr. Lau. “We pride ourselves as a leader in learning and teaching, as well as academic research.”

SMU has made significant progress in international rankings in recent years. Its School of Economics was ranked first in Asia in the Tilburg University Top 100 Worldwide Economics School Research Ranking based on contributions from 2009–2012, and its Lee Kong Chian School of Business was ranked second in Asia by University of Texas, Dallas for research contributions from 2009-2013.

Mr. Lau said the university sees D2L as a strategic partner in advancing its institutional goals: “We have been very satisfied with the implementation of the D2L system,” he said. “The user satisfaction rate rose from 70% to 85% in 2013. The main reason for such high satisfaction levels is the usability of the platform.”

For details on how SMU is using the D2L integrated learning platform to deliver a pervasive and personalised learning experience, please view the video:

http://www.desire2learn.com/resources/video/view/?id=1_0lfgnjdv

About Desire2Learn

Desire2Learn (D2L) is the pioneer of the integrated learning platform, delivering an engaging and personalised learning experience for every individual. With a focus on improving the learning experience, the company partners with thought-leading institutions and organisations to accelerate learning and improve results. D2L strives for accessibility in all of its applications, ensuring that learning is available to everyone regardless of geography or ability. A global leader in EdTech, D2L provides an open and extensible platform for more than 1,100 clients and 13 million learners in higher education, K12, healthcare, government and the enterprise sector, including Fortune 1000 companies. D2L has operations in the United States, Canada, Europe, Australia, Brazil and Singapore. For more information, visit: www.Desire2Learn.com.

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